

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



October 24, 2007

CSSIN LETTER: 07-08

ALL IV-D DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL BOARDS OF SUPERVISORS

SUBJECT: BILINGUAL SERVICES

Reason for this Transmittal

- ☐ State Law or Regulation Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order or Settlement Change
- ☒ Clarification requested by One or More Counties
- ☐ Initiated by DCSS

On September 28, 2007, you received an email from me regarding the status of the Plan of Cooperation (POC). In that message I indicated that DCSS is currently collaborating with the Child Support Directors Association on proposed changes to develop an updated POC. Until the new POC has been amended all provisions of the 2005-2007 POC remain in full force and effect.

The purpose of this letter is to call your attention to Section VI titled Civil Rights in the current Plan of Cooperation between the Department of Child Support Services and our LCSAs. This section contains important information about prohibited discriminatory practices, compliance requirements, and program accessibility.

A subsection that requires special emphasis addresses the issue of services for non-English speaking customers titled Provisions for Services to Non-English Speaking Persons. Please review this section in detail and ensure that your LCSA is in conformance with provisions set forth in this document. Item 6 in this subsection addresses signage in the waiting areas and other places frequented by a substantial number of non-English speaking customers. There are resources available that may be of interest to our LCSAs.

Following is the link to the State Personnel Board website/resources (including poster):
<http://www.spb.ca.gov/bilingual/BSPinformation.htm>

The link to the Federal website/resources is:
<http://www.lep.gov/resources/resources.html>

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If you have any questions or concerns regarding this matter, please contact George Chance at (916) 464-1012.

Sincerely,
/os/ by Wilfrid Otterbeck

WILFRID OTTERBECK
Acting Deputy Director